



Enrollment Tour  
November 26-29, 2012

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# Agenda

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- Welcome and Introductions
- KanCare Overview and Timeline
- How to Choose a Plan
- How to Get Help
- Health Plan Presentations
- Break
- Questions
- Wrap-up

# What is KanCare?

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- KanCare is the name of a new program you will use to get Medicaid or HealthWave services
  - Everyone who is in Medicaid or HealthWave now will be in KanCare in January
  - The State will work with three companies, called managed care organizations (MCOs) or health plans
    - Amerigroup of Kansas, Inc (Amerigroup)
    - Sunflower State Health Plan (Sunflower)
    - UnitedHealthcare of the Midwest (United)
  - You get to choose the KanCare plan that is best for you and your family
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# KanCare Timeline

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- Now- December
  - You will get a packet from the State with information about the three health plans
- Now- December 31<sup>st</sup>
  - You can change your plan for the month of January 2013
- January 1- April 4, 2013
  - You can change your health plan. If you change in the middle of a month your choice will take effect on the first of the next month.
- After April 4, 2013
  - You will be in the plan you have chosen for one year. You can choose a different plan again every year.

# What's in the Enrollment Packet?

## Sample letter

Dear Member:

Beginning January 1, 2013, **KanCare** is the new State of Kansas health program that will provide for medical, mental health, dental, and long term care services. In most cases we have used medical bills to match members with a KanCare Health Plan. The plan chosen is listed on the back of this letter. If you are happy with the plan listed, skip to 'Things To Know'. If you think a different plan would be better, follow the steps below before the end of December:

### BEFORE JANUARY 1, 2013

1. There are 3 ways **to change** the January 1, 2013, plan choice - Web, Mail or Phone

⇒ Enroll online at <https://www.kmap-state-ks.us/hcp/member>

⇒ Mail the completed KanCare Enrollment Form in the enclosed envelope

⇒ Call the Enrollment Center at 1-866-305-5147 (TDD/TTY 1-800-766-3777)

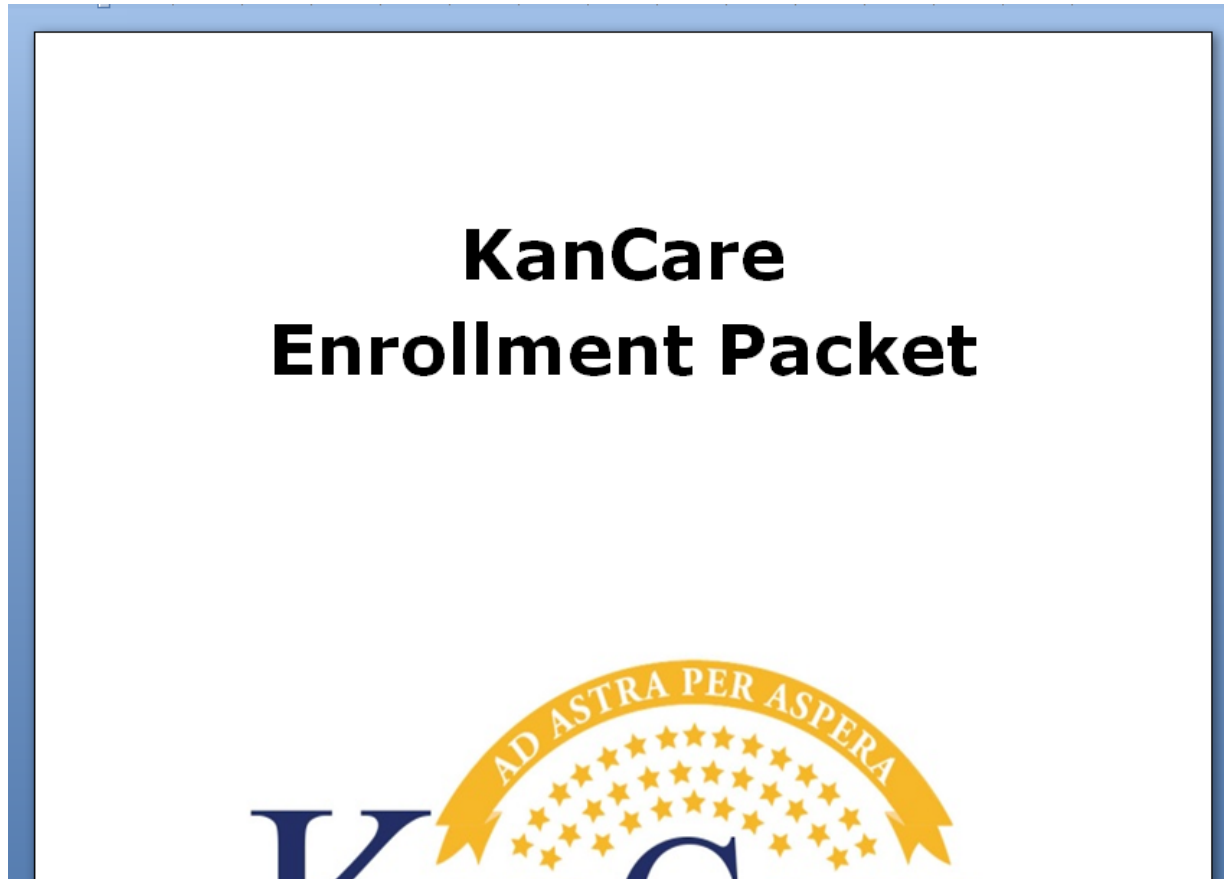
2. If any member has other health insurance please complete the Other Insurance form in this packet. Then mail it to us in the postage paid envelope.

### THINGS TO KNOW

# What's in the Enrollment Packet?

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Front page of Packet



# How to Choose Your Health Plan

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- When you choose a plan, ask:
  - Which plan is my doctor in?
  - Which plan is my hospital in?
  - If you have a case manager now, which plan is your case manager in?
  - Which plan are my other health care providers in?
  - Which plan has extra (value-added) services that would benefit me and my family?
  - Do I meet the requirements to get the extra services that I would like?

# How to Choose Your Health Plan

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- You can choose a different plan for different members of your family or the same plan for all.
- You can change your doctor at any time during or after the enrollment period. You just need to stay in your health plan's network of providers.
- After the enrollment period, you will be in the plan you choose for one year.



# What if I Like the Current Plan?

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- We tried to put you in a plan where most of your providers are enrolled.
- Look at the information for all three plans. You might decide to stay in the plan you were assigned.
- If you like the plan you are in now, you don't need to do anything.
- If you decide a different plan would be better, you can change until April 4, 2013.

# How to Change Your Health Plan

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- There are three ways you can change your health plan
  - **Option 1** - Enroll online at <https://www.kmap-state-ks.us/hcp/member>.
  - **Option 2** - Complete the **Enrollment Form** in your packet and return it in the envelope provided.
  - **Option 3** – Call the **Enrollment Center** at **1-866-305-5147** (TDD/TTY 1-800-766-3777), from 8:00 AM to 5:00 PM, Monday through Friday.

# How to Change Your Health Plan

## Enrollment Form

Casehead Name  
Address  
City, ST, Zip

Case ID

Member Name ID	Assigned Plan Plan/Phone Date	To Change Plans Put an X in the box by your choice
John Doe XXXXXXXXXX	Plan 1 - 555555555 January 1, 2013	<input type="radio"/> Plan 2 <input type="radio"/> Plan 3
Mary Doe XXXXXXXXXX	Plan 1 - 555555555 January 1, 2013	<input type="radio"/> Plan 2 <input type="radio"/> Plan 3

You will get a letter once your change has been made.

# How to Get Help with Your Choice

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- For general questions or to change your plan, call the KanCare Enrollment Center
- For questions about the health plans' services or provider networks, contact the health plans.
- For help deciding which plan is best:
  - Call or go to your local Department for Children and Families (DCF) office.
  - Talk to a KDHE Outreach Worker

# How to Get Help with Your Choice

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- If you are 65 or older or have a physical disability or traumatic brain injury, the Aging and Disability Resource Center can help with questions.



**KANSAS AGING & DISABILITY**  
Resource Center

1-855-200-ADRC (2372)

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# KanCare Health Plan Presentations

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# Break

# More Questions? Contact Us

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**Call Us:** 1-866-305-5147

**Email Us:** [KanCare@kdheks.gov](mailto:KanCare@kdheks.gov)

**Go to Our Website:** [www.kancare.ks.gov](http://www.kancare.ks.gov)